

ARIZONA VETERANS SERVICE COMMISSION

INTERNAL MANAGEMENT POLICY 87-08

SUBJECT: CORRESPONDENCE CONTROL

EFFECTIVE DATE: October 15, 1987

1.0 PURPOSE: A control system is necessary to ensure accountability and timelines in responding to official mail, and to ensure that locally prepare correspondence is consistent with AVSC policy.

1.1 “National/State Official Mail” is defined as any mail signed by a national or state elected official or agency head expect for correspondence that is considered routine in nature. (See 3.4 for examples).

1.2 “Local Official Mail” is defined as any mail signed by a county or munipicle elected official or agency head except for correspondence that is considered routine in nature. (See 3.4 for examples).

2.0 AUTHORITY: A.R.S. 41-604, Duties and Powers of the Director.

3.0 PROCEDURES:

3.1 All external/internal correspondence shall be drafted using the acronym “AVSC” to represent the Commission.

3.2 All incoming correspondence addressed to the Director or to the “Commission” shall be forwarded to the Director’s Office.

3.2.1 Depending on the nature of the correspondence, the Director may delegate the response, using a correspondence control slip.

3.2.2 If delegated to prepare for Director’s Signature, the completed correspondence assignment file, including the original correspondence and the response, shall be returned to the Director’s Office. The correspondence shall contain the reference initials of the Director, the person who prepared the response and the person who typed it.

3.2.3 If signatory responsibility is delegated, the original correspondence and the file copy of the response shall be maintained in the office of the person responding.

3.3 Regardless of addressee, National/State Office mail shall be handled as follows:

3.3.1 All correspondence to Leadership (President of the Senate,

Speaker of the house, Majority and Minority Leaderships, and Chairman of the Appropriations Committee), regardless of the content, will be typed on the Director's stationery for his signature.

3.3.2 Division/Regional Office supervisors may sign correspondence concerning areas in which they are responsible, providing the issues are not of an AVSC wide policy setting nature. The Director will sign all correspondence on AVSC wide policy issues.

3.3.3 Within five working days after the receipt of National/State mail by an individual at any location, the recipient shall prepare an appropriate response and forward same to the Director's Office for approval and disposition.

3.4 Correspondence of a routine nature can be answered directly. Sending of copies to the Deputy Director or Director, AVSC, is left to the discretion of the person responding. Some examples of routine correspondence or request for information are as follows:

3.4.1 Veterans Memorial Cemetery information.

3.4.2 Acknowledgment of burial award checks received.

3.4.3 Letters regarding receipt of markers.

3.4.4 Request for certified copies

3.4.5 Letters of welcome.

3.4.6 Approval letters for Education and Training.

3.4.7 Requests for flags.

3.4.8 AVSC mission or work information.

3.4.9 Veterans claim issues.

3.5 Within 24 hours after the receipt of "Local Official Mail", the recipient shall contact his or her Division Supervisor or Deputy Director, AVSC, to determine the appropriate method of response.

3.5.1 If a local official challenges an AVSC position on an issue, within five working days after receipt, the recipient shall prepare an appropriate response and forward same to the Director's Office for

approval and disposition.

3.6 Each Division/Regional Office supervisor shall implement an internal suspense system which will ensure that all time lines for correspondence are met.

3.7 It is the responsibility of each individual to ensure that the information in the reponse is accurate and in compliance with AVSC policy.

4.0 IMPLEMENTATION: This policy will be implemented without change on the effective date.

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Norman O. Gallion  
Director of Veteran Affairs

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